

*What is*

## FirstContact?

A General Services Administration (GSA) innovative contract for multi-channel contact center services. The first of its kind and the only government contract to offer a full range of contact center services, E-Gov solutions and citizen relationship management strategies, tools, and applications.

Whether you want to establish a new contact center or enhance your current one, FirstContact is the contract for you!

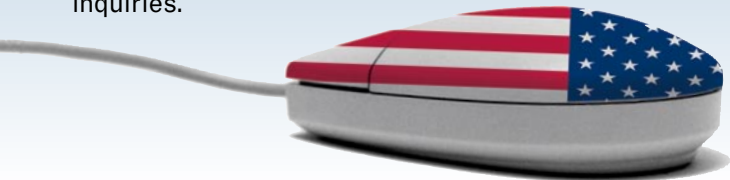
FirstContact is managed by USA Services—a Presidential E-Gov initiative—and is located within GSA's Office of Citizen Services.

### Why is USA Services doing this?

Servicing citizens is our business! We have been doing it for over 30 years through our various award-winning nationwide programs:

- **National Contact Center – 1 (800) FED INFO**
- **USA.gov** (formerly FirstGov.gov) – the government's official web portal
- **Pueblo, CO publication distribution facility** – allows citizens to order publications from 35 different agencies

FirstContact supports our vision of providing easy access to information and services and ensuring timely, consistent, and accurate responses to citizen inquiries.



The logo for USA Services, featuring the word "USA" in blue with a red star above the "A", followed by "Services" in red.

**U.S. General Services Administration**  
Office of Citizen Services  
1800 F Street, NW  
Washington, DC 20405  
[www.usaservices.gov](http://www.usaservices.gov)

## FirstContact

Contact Center Solutions to  
Help your Agency Respond  
to Citizens



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Why use

## FirstContact?

- Proven track record of 12 task orders awarded
- 5 prequalified industry leading vendors
- No more than 5 proposals to review
- No administrative fee
- Save time and up to \$250,000 in procurement costs by avoiding a full and open competition
- Reduce duplication of efforts—10/13/04 OMB memo directs all agencies to avoid duplicating E-Gov initiative efforts

## Services offered

*We provide the following turnkey solutions for your contact center needs:*

- Contact Centers and Call Centers
- Interactive Voice and Voice Recognition systems
- Web Chat/Collaboration
- Correspondence Management/Response
- Automated Frequently Asked Questions (FAQs)
- Multi-Language Support
- Emergency Response and 24 X 7 Support
- Assistance with Forms and Applications
- Order and Fulfillment Intake
- Customer Feedback and Satisfaction Surveys
- Routing Calls to Most Appropriate Destination
- Appointment Scheduling
- Outbound Calls
- Telephone Services for Hearing Impaired (TDD/TTY)
- Transcription Services
- And more services to accommodate the services your customers need/require.

## USA Services provides support

We help you define requirements for your Statement of Work (SOW). Check out our FirstContact Procurement Tool Kit to view samples of documents you will need to initiate your task order (<http://www.usaservices.gov/toolkit.htm>).

Don't know what services you want? We help you prepare a Statement of Objectives (SOO) that describes the problem(s) you want to solve.

## Suppliers

*We have 5 Solutions Partners who are leaders in the contact center industry! For more info visit:*

- CSC-Datatrac Info. Services, Inc.  
<http://www.datatrac-dc.com>
- ICT Group- <http://www.ictgroup.com>
- Lockheed Martin Aspen Systems Corporation  
<http://www.aspensys.com>
- TeleTech Gov't. Solutions  
<http://www.teletech.com>
- Vangent, Inc.-<http://www.vangent.com>  
(formerly Pearson Gov't. Solutions)

## Costs

Use our Citizen Services Cost Calculator to help you estimate the cost of starting a new call or contact center, as well as the cost of making enhancements to your current center.

We'll help you finalize the SOW (SOO) and issue it to our solutions partners for competition. The solution partners will come back with proposals that state how they would solve your problem(s), and at what price.



## How soon can I get my task order awarded?

Most task orders are awarded in 10-12 weeks. For more information, contact:

202-501-1612

<http://www.usaservices.gov/firstcontact.htm>